

# Volunteer Your Way to Success in the Workplace



**TICKET**  
*to* **Work**

**WISE**

Work Incentive Seminar Event

APRIL 24, 2024

Live Webinar Will Begin at 3 p.m. ET

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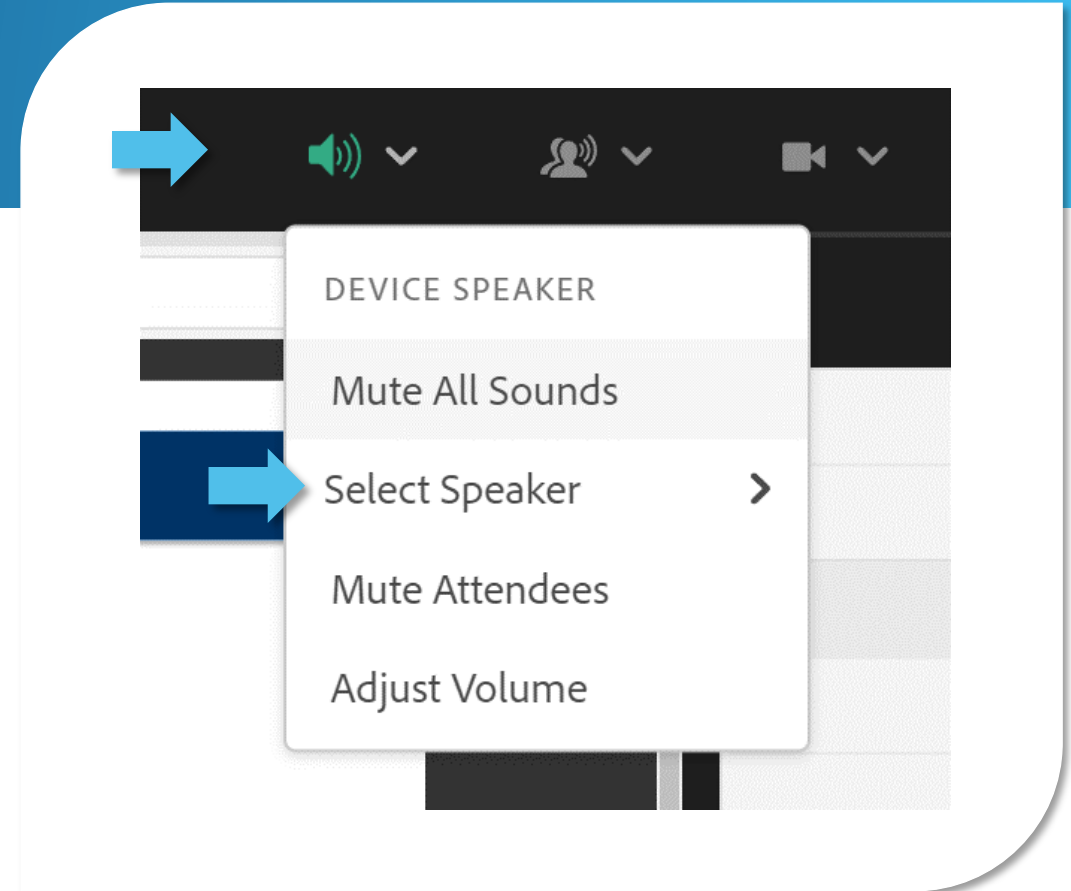
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### MANAGE YOUR AUDIO

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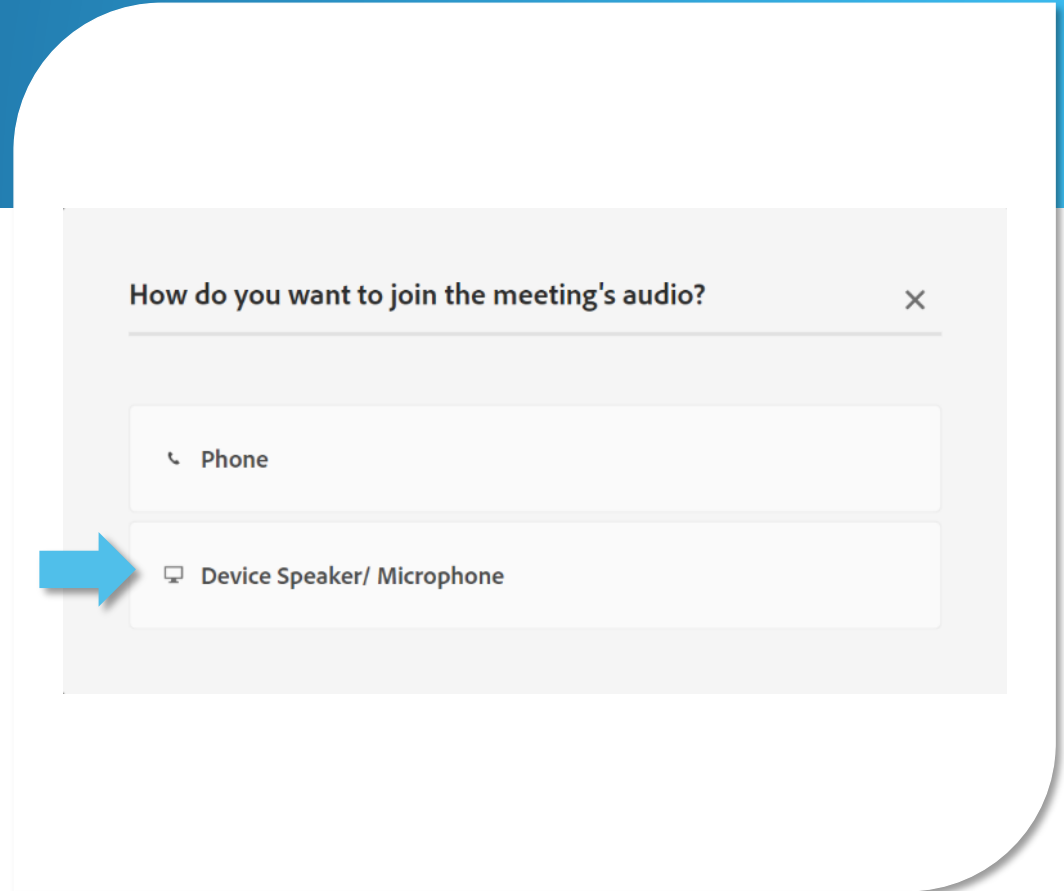
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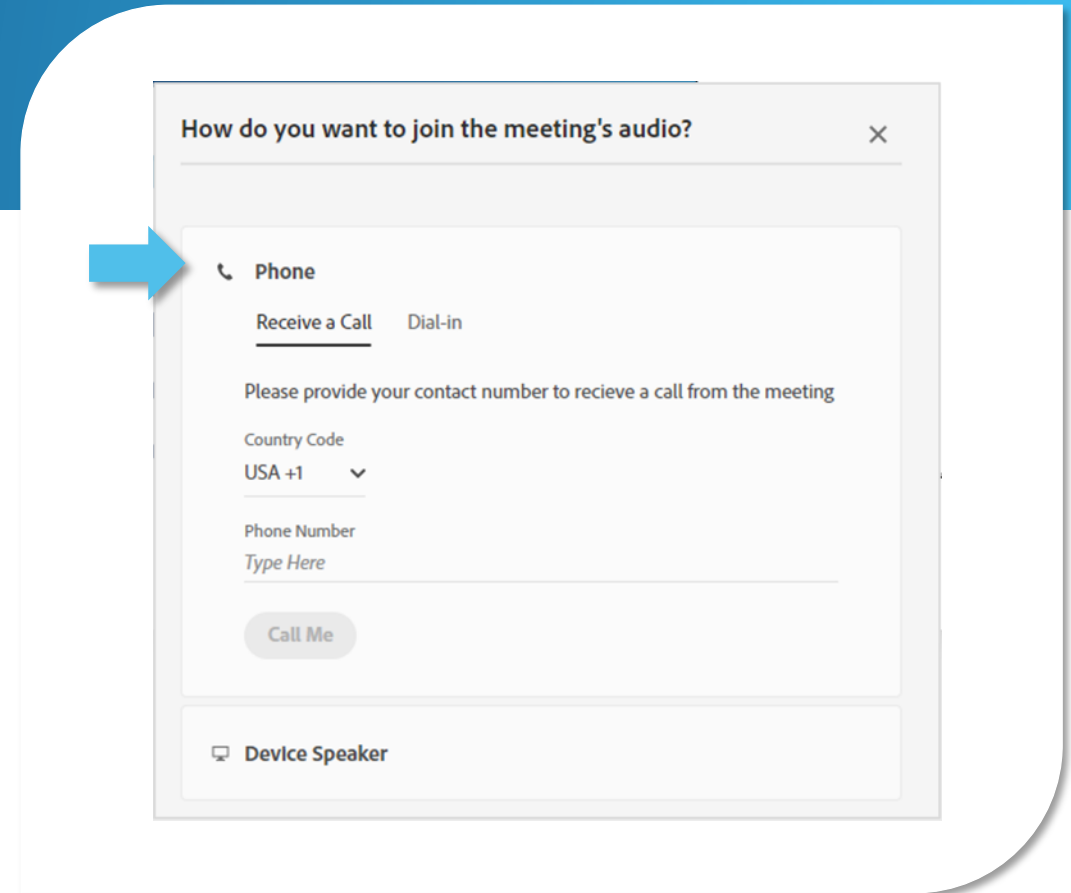
## Accessing Today's Webinar

### TO LISTEN BY PHONE

If you do not have sound capabilities on your computer or prefer to listen by phone, dial:

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Access code: **4189148#**



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Country Code  
USA +1 ▾

Phone Number  
*Type Here*

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🔊 Device Speaker

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## Adobe Connect Platform

The screenshot displays the Adobe Connect interface. At the top, there is a navigation bar with icons for audio, video, chat, and a 'CC' dropdown. Below this, a blue header contains the text 'WELCOME' and 'Accessing Today's Webinar'. The main content area is titled 'MANAGE YOUR AUDIO' and includes the following text: 'You can manage your audio using the audio option at the top of your screen (it will look like a speaker). In the dropdown menu choose **Select Speaker** to select the applicable audio option.' A callout box highlights the audio control bar at the top of the screen, showing a dropdown menu with the following options: 'DEVICE SPEAKER', 'Mute All Sounds', 'Select Speaker', 'Mute Attendees', and 'Adjust Volume'. The 'Select Speaker' option is highlighted with a blue arrow. To the right of the main content area, there is a 'Q & A' section and a 'WEB LINKS' section with a list of links: '1. Choose Work! Contact Page', '2. Register for Next Month's Webinar', and '3. National WISE Webinar Survey'. The bottom right corner of the interface features the 'TICKET to Work WISE' logo and a page number '2'.

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## Adobe Connect Accessibility

### ADOBE CONNECT ACCESSIBILITY USER GUIDE

Should you need assistance navigating Adobe Connect, use the [Accessibility User Guide](#) complete with a list of controls.

New Keyboard Shortcuts	
CTRL + M	Toggle Microphone on (locked) or off.
CTRL + UP ARROW	Toggle Raise Hand Status.
CTRL + .	Toggle Full Screen Mode. Applies to currently selected Share Pod.
CTRL + '	Promote to Host. Requires selected attendee(s) in the Attendee List.
CTRL + ]	Demote to Participant. Requires selected attendee(s) in the Attendee List.
CTRL + /	Promote to Presenter. Requires selected attendee(s) in the Attendee List.
CTRL + ,	Start/Stop Recording (toggle). For Start, brings up the Start Recording Dialog.
CTRL + \	End Meeting. Brings up the End Meeting Dialog.
CTRL + [	Start/Stop Desktop Sharing. Applies to currently selected Share Pod.
CTRL + SPACE	Opens up left most menu for keyboard navigation.

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## Real-Time Captioning

The provided real-time captions can be found in the **Captioning pod**, which appears below the slides.

You can show or hide the caption display, and you can change the text size and choose the text color combinations to best meet your vision requirements.

You can also access [captioning online](#).

### CLOSED CAPTIONS

Hide captions

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English



Text size



Color





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## American Sign Language (ASL)

If you're fluent in ASL and would like support during today's webinar, use our [ASL User Guide](#) that provides instructions to connect with an interpreter through the Federal Communications Commission (FCC) Video Relay Service (VRS).

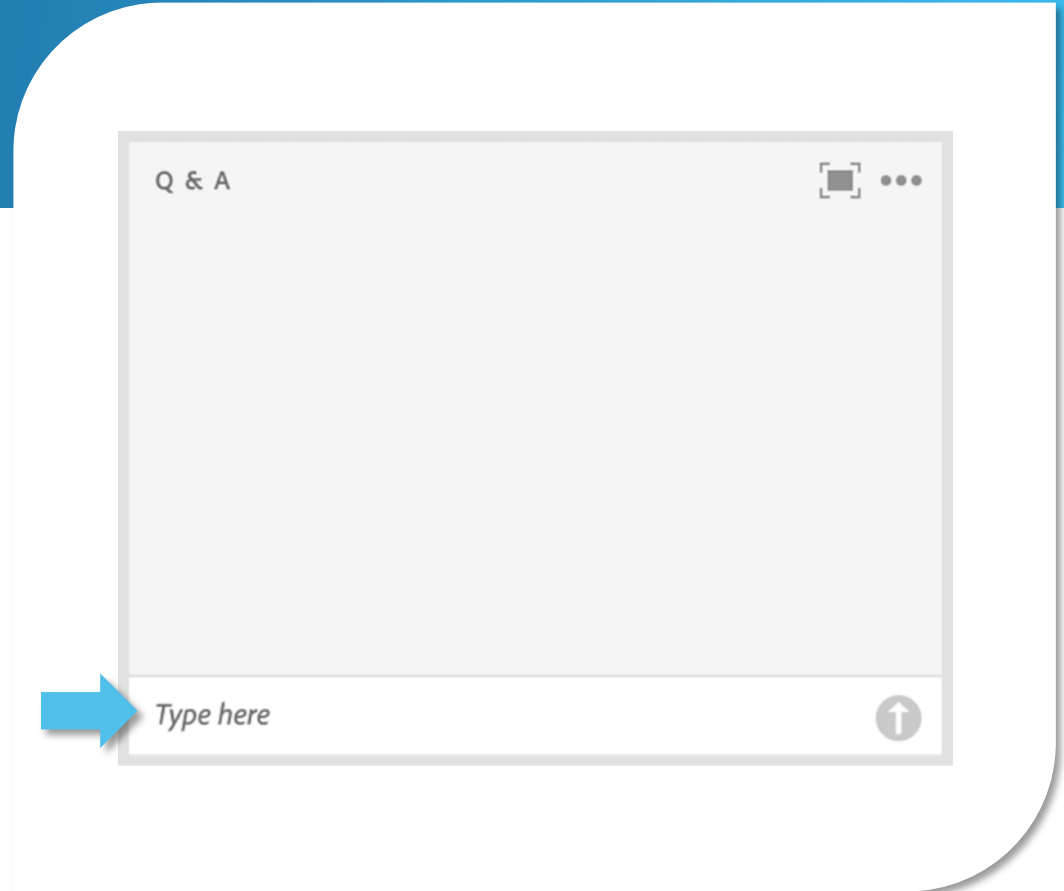


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## Questions and Answers (Q&A)

Please use the **Q&A pod** to submit any questions you have during the webinar, and we will direct the questions accordingly during the Q&A portion.

If you are listening by phone and are not logged in to the webinar, you may also ask questions by emailing them to [webinars@choosework.ssa.gov](mailto:webinars@choosework.ssa.gov).

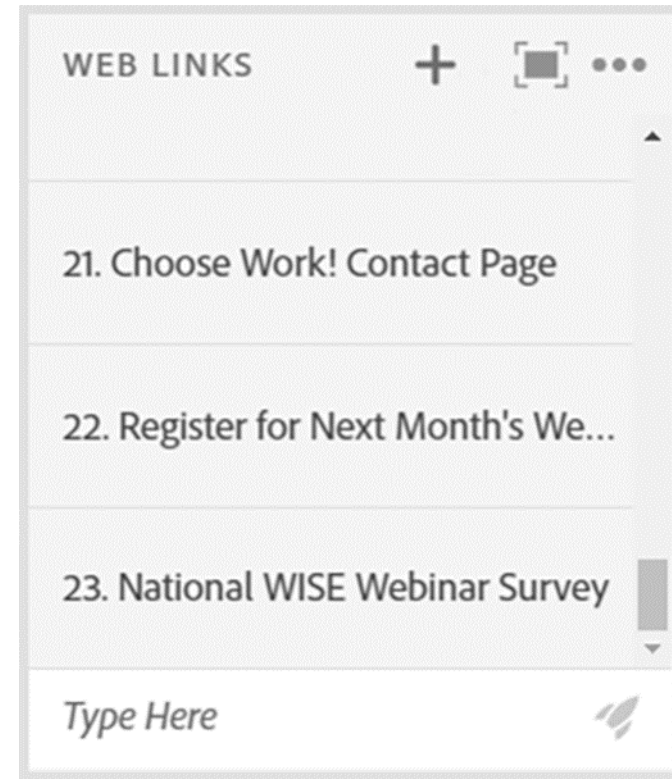


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## Webinar Online Resources

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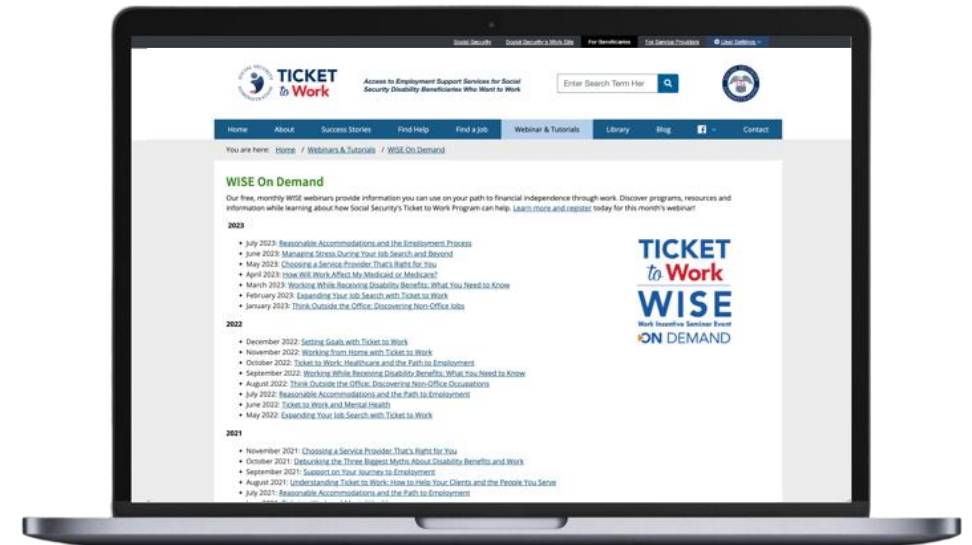


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## Archived Events

**Please note:** This webinar is being recorded, and the archive recording will be available within 2 weeks through [WISE on Demand](#).



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## Technical Assistance

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# WELCOME

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## Presenters



**MODERATOR**

**Raymond A. Cebula, III, J.D.**  
Cornell University



**PRESENTER**

**Derek Shields**  
Ticket Program Manager

# Webinar Overview

Today, we'll cover these topics:

Volunteering: Why, How and Where?

Making the Connection: Volunteering and Ticket to Work

Who Can Help You Achieve Your Work Goals?

Putting It Together: Meet Robert

# **Volunteering: Why, How and Where?**

# Meet Hazel

## An Example of Workplace Success Through Volunteering

- In 2013, after years of struggling with her mental health and recovery, Hazel entered a substance treatment program where doctors helped her find effective medicines and therapies. Within a year, she had given up alcohol and drugs.
- Hazel felt better than she had in years. A counselor from Hazel's recovery center connected her to **Polaris House**, a [clubhouse community](#) dedicated to helping its members recover from mental illness.




“When I became a member of Polaris House, I volunteered in the kitchen at first so I didn't have to be around too many people. I was still vulnerable. I came in every day because it was a safe place where they understood me. There were others there like me who understood what I was going through.”

# Transition to Employment

- For the first time, Hazel found a place where she had meaningful work and a community where she belonged. After six months of volunteer service, she was put on the payroll part time.



 I was needed there. Being needed and valued are a lifeline – Polaris House has been a sanctuary.

- By the end of 2014, Polaris House offered Hazel full-time employment as a Club House Generalist, a job with many facets. Generalists are familiar with running a clubhouse and in some cases, take on leadership roles. It was a great opportunity for Hazel.
- Hazel turned her volunteer work into a full-time career. Here are a few ideas about how volunteering can start you on the path to a career and financial independence.



# What is Community Service?

- Community service is when you volunteer your time to help others in your community.
- It's also an important way to gain experience that can support your growth and preparation for work.
- When you volunteer, you can
  - ✓ learn new skills
  - ✓ meet new people
  - ✓ make a positive difference for other people in your community



# Volunteering: Develop Assets and Skills

- Volunteering can also help you develop soft skills, such as a sense of social responsibility and empathy.
- Technical skills (learning new applications such as MS Office, Outlook, Internet search engines and more advanced programs).
- Connecting to the community helps you learn communication skills and become aware of the community's needs and the challenges others face.



# Determine Where You Can Serve

- First, think about what kind of service or volunteer work interests you.
- There are many different types of community service, so choose something that you're passionate about.
- Next, identify your employment goals and determine the skills you need to qualify.





# Places to Volunteer



Food Pantries and Soup Kitchens • Animal Shelters • Habitat for Humanity • Environmental Organizations • Youth Programs • Hospitals and Nursing Homes • Schools • Libraries • Community Events • Religious Organizations • Government Organizations

# Example: Volunteering at a Soup Kitchen

- If you volunteer at a local soup kitchen, you can learn how to:
  - cook
  - serve food
  - communicate with a variety of people
- This can help you in your personal life, like cooking for your family, or in your professional life, like working in a restaurant.





# Apply to Volunteer

Once you've decided what type of community service or volunteer work you want to do, research organizations in your community that do that kind of work.

- Search online:
  - Online job directories, such as [Indeed](#)
  - [Volunteers of America](#)
  - [Volunteer.gov](#)
  - [VolunteerMatch.org](#)
- Ask friends and family or visit a local volunteer center.



# Time to Apply

Now that you've decided what kind of community service you want to do, the next step is for you to apply! Here are the steps you can follow:



**1**

Find a community service organization that matches your interests.



**2**

Contact the organization and ask how you can apply to volunteer.



**3**

Fill out your application and submit it to the organization!

# Get the Most Out of Your Community Service Experience

- ✓ Choose a cause that you're passionate about
- ✓ Be consistent and reliable
- ✓ Be open-minded
- ✓ Take initiative and network to learn about jobs and careers
- ✓ Reflect on your experiences: what new skills did I learn? Did I add them to my resume or LinkedIn profile as keywords? What new professional contacts did I make?



# Meet Jesus

## Another Volunteering Success Story

- On his road to full-time employment, Jesus volunteered with [Telecare](#). Telecare works to improve the lives of people with serious mental illness.
- As a volunteer, Jesus learned about the important work this organization does in his community and found a career path he was passionate about.
- His role grew, and later that year, he accepted a paid position as a part-time case manager.
- [Read more about Jesus](#) to find out how volunteering and the Ticket Program helped him find his way to a full-time career.



**Q&A**







**Making the Connection:  
Volunteering and  
Ticket to Work**

# Volunteering and Ticket to Work

## Making the Connection

- Now that you've learned about volunteering, how do you connect your experience to work and Social Security's Ticket to Work (Ticket) Program?
- First, let's learn more about the Ticket Program.



# Social Security Disability Programs



**Social Security  
Disability  
Insurance  
(SSDI)**



**Supplemental  
Security  
Income  
(SSI)**

# Sign Up for a My Social Security Account

Your personal *my*Social Security account through Social Security gives you secure access to information based on your earnings history and interactive tools tailored to you.

## How to create a *my* Social Security account



Securing today and tomorrow

To create an account, you must:



Be at least 18 years of age



Have a Social Security number



Have a valid U.S. mailing address



Have an email address

With a *my*Social Security account, you can access your earnings history and benefits information, request a replacement Social Security card, get a proof of income letter, estimate and apply for benefits.

# Why Choose Work?

Earning a living through employment is not something everyone can do, but it may be right for you. Once people understand the many free services and supports available to them, they often find that the rewards far outweigh the risks.





# What Is the Ticket to Work Program?

## The Ticket to Work Program

- Is a free and voluntary Social Security program
- Offers career development for people ages 18 through 64 who receive Social Security disability benefits and want to work



# How Can the Ticket Program Help?

The Ticket to Work Program connects you with free employment services to help you:

- Decide if work is right for you
- Prepare for work
- Find a paid work opportunity
- Succeed at work

## Learn More:

[What is Social Security's Ticket to Work Program?](#)

[Self-Guided Tutorial](#)





**Who Can Help You  
Achieve Your Work Goals?**

# Who Can Help You Achieve Your Work Goals?

As you think about turning your volunteer work into work experience, you may have questions and need support.

- Connecting with a **Ticket Program service provider** can help you develop achievable goals and establish steps to find and maintain employment in your career.
- Ticket Program service providers can even help you identify the type of career you might enjoy and any transferrable skills you may have from volunteering.

# Ticket Program Service Providers

Through the Ticket Program, You'll Have Access to a Variety of Ticket Program Service Providers, Including:



Employment  
Networks  
(EN)



State Vocational  
Rehabilitation  
(VR) Agencies



# Employment Network (EN)

An **EN** is a private or public organization that has an agreement with Social Security to provide free employment support services to people who are eligible for the Ticket Program.

Many state public workforce systems, such as American Job Centers, are **Workforce ENs**.



# How Can Working With an EN Help You?

Services and supports are designed to help you on the path to financial independence through work and may include helping you to:

- Identify your work goals
- Write and review your resume
- Identify possible volunteer opportunities to increase your skillset
- Prepare for interviews
- Request reasonable accommodations
- Receive benefits counseling



# State Vocational Rehabilitation (VR) Agency

A **State VR agency** provides a wide variety of services to help people with disabilities return to work, enter new lines of work or enter the workforce for the first time. A State VR agency may offer benefits counseling and may also be able to help you with:

- Vocational rehabilitation
- Training and education



Some states have separate VR agencies that serve individuals who are blind and visually impaired.

# How Can Working With a VR Help You?

## VR agencies:

- Usually work with individuals who need more significant services.
- In some states, this includes intensive training, education and rehabilitation.
- They may also provide career counseling, job placement assistance as well as counseling about how earnings from work may affect Social Security disability benefits.





# Volunteering and Ticket to Work

Once you connect with a service provider, it's time to figure out how to turn your volunteer experience into a job.


Your service provider can help you on this path! Be sure to write down:

- the tasks you did
- the new skills you learned
- the impact you made
- what you gained from the experience as a whole





# How Do You Find a Service Provider?

 For a list of service providers, call the Ticket to Work Help Line at **1-866-968-7842** or **1-866-833-2967 (TTY)**, Monday - Friday, 8 am - 8 pm ET

 To find a service provider online, visit the [Find Help page](#). Search by:

- ✓ ZIP code
- ✓ Services offered
- ✓ Disability type
- ✓ Languages spoken
- ✓ Provider type  
(EN, Workforce EN, VR or PABSS)





# **Putting It Together: Meet Robert**

# Robert's Story

- [Robert](#) is a veteran who spent seven years serving in the U.S. Army. After a surgery mishap in 2000, he sustained a spinal cord injury that left him with limited mobility.
- When he was ready, Robert connected with a Ticket to Work Program Employment Network (EN), Paralyzed Veterans of America (PVA). Together, they developed an Individual Work Plan that included the goal of returning to school.
- While he made progress in school, Robert's EN helped him find a volunteer program at the Heinz Veteran's hospital in Chicago. He became a peer counselor and enjoyed helping fellow veterans get the services they needed for a smoother transition back to civilian life.
- He took time to learn each service member's story, establish trust and piece together a profile of needs and eligibility.



# A Valuable Stepping Stone

- Volunteer work turned out to be a valuable stepping stone. Together, Robert and his career counselor updated his resume and sent it to the National PVA office.
- Robert applied for a position as a National Service Officer. In this role, he would advocate for other veterans to make sure they are getting the services and benefits they need.
- Many veterans qualify for multiple benefits, and Robert would help them navigate the complex rules surrounding them. His knowledge of both disability and veterans' benefits combined with a personable style and resourceful approach that would allow Robert to serve his peers in a fulfilling occupation. PVA saw this and hired him in 2010.



# A Rewarding Outcome



I never imagined I would get a job like the one I've had as a National Service Officer. It's rewarding to advocate for someone else. So many vets don't get the help they need because they don't know where to begin and how to go about the process. Ticket to Work helped me go to work where my heart is.





**Q&A**



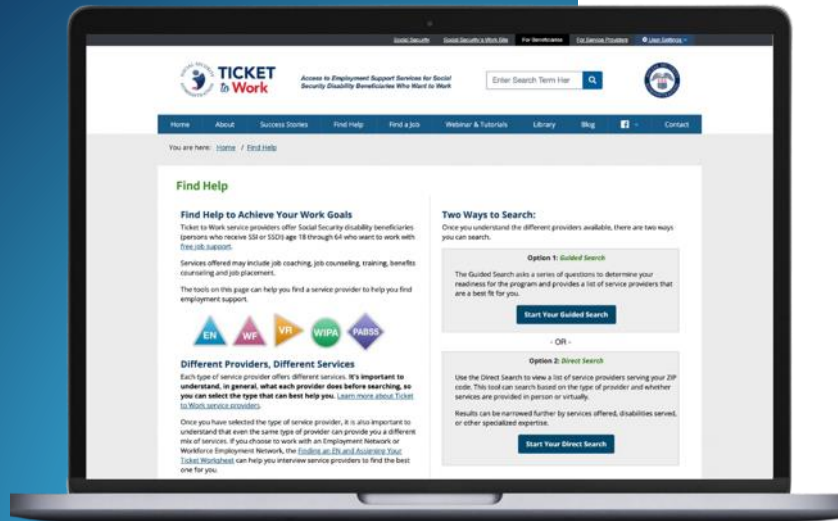
# How To Get Started

Social Security's Ticket to Work Program has resources ready to help you get started!

Call the Ticket to Work Help Line  
1-866-968-7842  
1-866-833-2967 (TTY)

Visit Our Website  
[choosework.ssa.gov](https://choosework.ssa.gov)

Use the Find Help Tool  
[choosework.ssa.gov/findhelp](https://choosework.ssa.gov/findhelp)



# How To Connect

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**Visit the [Choose Work! Contact page](#)** to find us on social media and subscribe to blog and email updates.



**Opt-in to receive text messages** by texting TICKET to 1-571-489-5292. Standard messaging rates may apply. You may opt-out at any time.



**Email us at** [support@choosework.ssa.gov](mailto:support@choosework.ssa.gov).

**TICKET**  
*to* **Work**

**WISE**

Work Incentive Seminar Event

# Join Us for Our Next WISE Webinar!

Expanding Your Job Search  
with Ticket to Work

**May 22, 2024**

3 pm – 4:30 pm ET

**REGISTER ONLINE**

or call **1-866-968-7842** or  
**1-866-833-2967 (TTY)**

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**Please remember to take  
our webinar survey!**

A link will pop up after the  
webinar, or visit:

[WISE Webinar Survey](#)

